CROWN Memorandum

Memo Number: 02-0018-GN

TO: ESRD Executive Directors, ESRD Data Managers, Regional Project Officers

FROM: Matthew Leipold, Director, Division of ESRD Systems and Contract Management, Information Systems Group, OCSQ

DATE: October 28, 2002

SUBJECT: Bi-Weekly CROWN Technical Conference Call

In order to successfully implement the VISION application on a National basis we feel it is necessary to establish a forum to communicate about technical issues. We will begin by scheduling conference calls on the *first* and *third* Tuesday for the month of November and December with the first call on November 5th, from 12:00-1:30 ET.

These calls are open to Network staff and Regional Project Officers. The calls are probably geared more for the Network's Data Manager but feel free to include appropriate personnel. The purpose is to bring forward any technical issues regarding the implementation of the VISION/Quality Net Exchange software and to keep the ESRD provider community informed of problems and resolutions. In addition to CMS staff, we will also have staff from Meta Integration (VISION developer), the Iowa Foundation for Medical Care (Quality Net Exchange/Help Desk) and Network 6 (SIMS support staff) to assist in answering questions.

Agendas will be developed from trends/issues raised to the Quality Net Help Desk or issues requested to be on the agenda. To add issues to the agenda please contact the Quality Help Desk no later than the Friday before the call so that the agenda can be finalized and distributed the Monday before the call. The agenda items will be issues dealing with technology and will not include budgetary concerns. This call is hosted by the Information Systems Groups of OCSQ and will not have staff from the Quality Improvement Group who handles Network financial issues.

We all want to succeed in the national implementation of the VISION application. We need to share lessons learned and continue to improve the process. We are here to support the Networks and their facilities in a successful deployment of CROWN software.

We have reserved enough lines for each Network, the Regional Office, our 4 contractors and CMS Central Office. Therefore, each Network should only use one reserved line. We also ask that you promptly call in so that we are not interrupted with the operator announcing each caller.

If you have any questions or recommendations for the first and subsequent calls, please contact the Quality Net Help Desk at (866) 288-8912.